

Thorpewood Medical Group

Inspection report

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Date of inspection visit: 06 February to 07 February
2020
Date of publication: 14/04/2020

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Requires improvement



Overall summary

We carried out an announced inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- Are services at this location safe?
- Are services at this location effective?
- Are services at this location caring?
- Are services at this location responsive?
- Are services at this location well-led?

At our last inspection in July 2015 we rated the practice as Outstanding overall in line with our ratings aggregation principles. The practice was rated as outstanding for providing effective, responsive services and well-led services. We rated the provider as good for providing safe and caring services.

At this inspection we rated the provider as requires improvement overall.

We rated the provider as **requires improvement** for providing safe services because:

- The provider had not ensured the premises were safe for their intended purpose and had not ensured the proper and safe management of medicines.

We rated the provider as **requires Improvement** for providing effective services because:

- The practice exception reporting rates were significantly higher than local and national averages for the population groups people with long term conditions and people experiencing poor mental health (including people with dementia).
- Annual reviews were not available for housebound patients with long term conditions such as asthma and COPD.

We rated the provider as **good** for providing caring services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

We rated the provider as **Requires Improvement** for providing responsive services because:

- Data from the national GP patient survey was significantly below the local and national average and showed that patients were not always able to access care and treatment in a timely way.
- These issues affected all population groups and as such we have rated all population groups as requires improvement.

We rated the provider as **requires Improvement** for providing Well-led services because:

- The provider did not have effective governance arrangements in place to identify and mitigate risks to staff and patients.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Continue to monitor GP patient survey data to improve patient experiences related to the provision of caring services.
- Review the provision of the national cervical cancer screening programme to improve uptake beyond the 80% national target.
- Review and improve the identification of carers to ensure appropriate care and support are offered to these patients.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection was led by a CQC inspector with a GP specialist adviser.

Background to Thorpewood Medical Group

Thorpewood Medical Group is located in Norwich, Norfolk, within the Norfolk Clinical Commissioning Group (CCG) and provides services to 13,832 patients under the terms of a General medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider has two sites in close proximity known to patients as Woodside Surgery (main site) and Dussindale Surgery (branch site).

The provider forms part of the Norwich Primary Care Network, a group of 21 GP practices collaborating through four 'neighbourhoods' to deliver enhanced local care and treatment services.

Thorpewood Medical Group has a team of clinicians including three male GP partners, one male salaried GP, three female salaried GPs, two advanced nurse practitioners, two specialist nurses, three practice nurses and two healthcare assistants.

There are five managers in the practice management team supporting 22 administrative staff including receptionists, secretaries and IT staff.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice profile is in line with local and national averages for age ranges and life expectancy of patients. The practice population has a deprivation index level of seven, with one being the most deprived and ten being the least deprived.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <ul style="list-style-type: none">• Fire safety risks were not effectively managed. <p>There was no proper and safe management of medicines. In particular:</p> <ul style="list-style-type: none">• The storage and monitoring of vaccines in the branch site did not ensure their safety.
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>The registered person had systems or processes in place that operated ineffectively in that they failed to enable the registered person to assess, monitor and improve the quality and safety of the services being provided. In particular:</p> <ul style="list-style-type: none">• The provider did not identify and remove barriers to patients accessing care and treatment.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.